



**Department of Health and Human Services  
Office of the Commissioner  
Policy and Procedure Statement**

Policy # DHHS-21-05

Issue Date: 11/14/05  
Revised Date:

**I. SUBJECT**

Workplace Violence Policy

**II. POLICY STATEMENT**

The Department will strive to maintain an environment for all that is free from violence. Civility, understanding, and mutual respect towards all members of the workplace community are intrinsic to excellence and an integral part of safety in the workplace. The Department will not tolerate violence or threats of violence in any form.

**III. PROCEDURE**

Violence involving patient to patient incidents or staff to patient issues are covered in other policies, with their own procedures; staff members are to be familiar with them.

Any staff member or volunteer who commits an act or threatens violence is subject to disciplinary action, up to and including dismissal, irrespective of any civil and or criminal proceedings or penalties.

The following are guidelines for action in a violent or potentially violent situation:

- a. When possible and appropriate, diffuse and separate parties directly involved in a potential violent situation.
- b. Report any threatening actions by anyone to your supervisor, police, Capitol Security, and or others as indicated.
- c. Resolve the causes of the incident by action taken that will maximize any reoccurrence.
- d. Discipline those involved in the above act as deemed appropriate.
- e. Follow-up with those involved to ensure every action is taken to reduce staff risk and exposure to workplace violence.

Prevention guidelines include immediate reporting of all threatening actions; report signs of harassment or any signs of violence, and implement an individualized safety plan.

#### **IV. DEFINITIONS**

Workplace Violence is defined to include:

1. Violence by Strangers-involves verbal threats, threatening behavior or physical assaults by an assailant who has no legitimate business relationship in the work placement.
2. Violence by customers or clients – the assailant who either receives services from or is under custodial supervision of the affected employee.
3. Violence by co-workers – the assailant has some employment-related involvement with the workplace, former employee, co-worker, supervisor or management, for example.
4. Violence by personal relations which includes spouse, former spouse, lover, friend, family members or acquaintance.

11/14/05

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Effective Date

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John R. Nicholas  
Commissioner